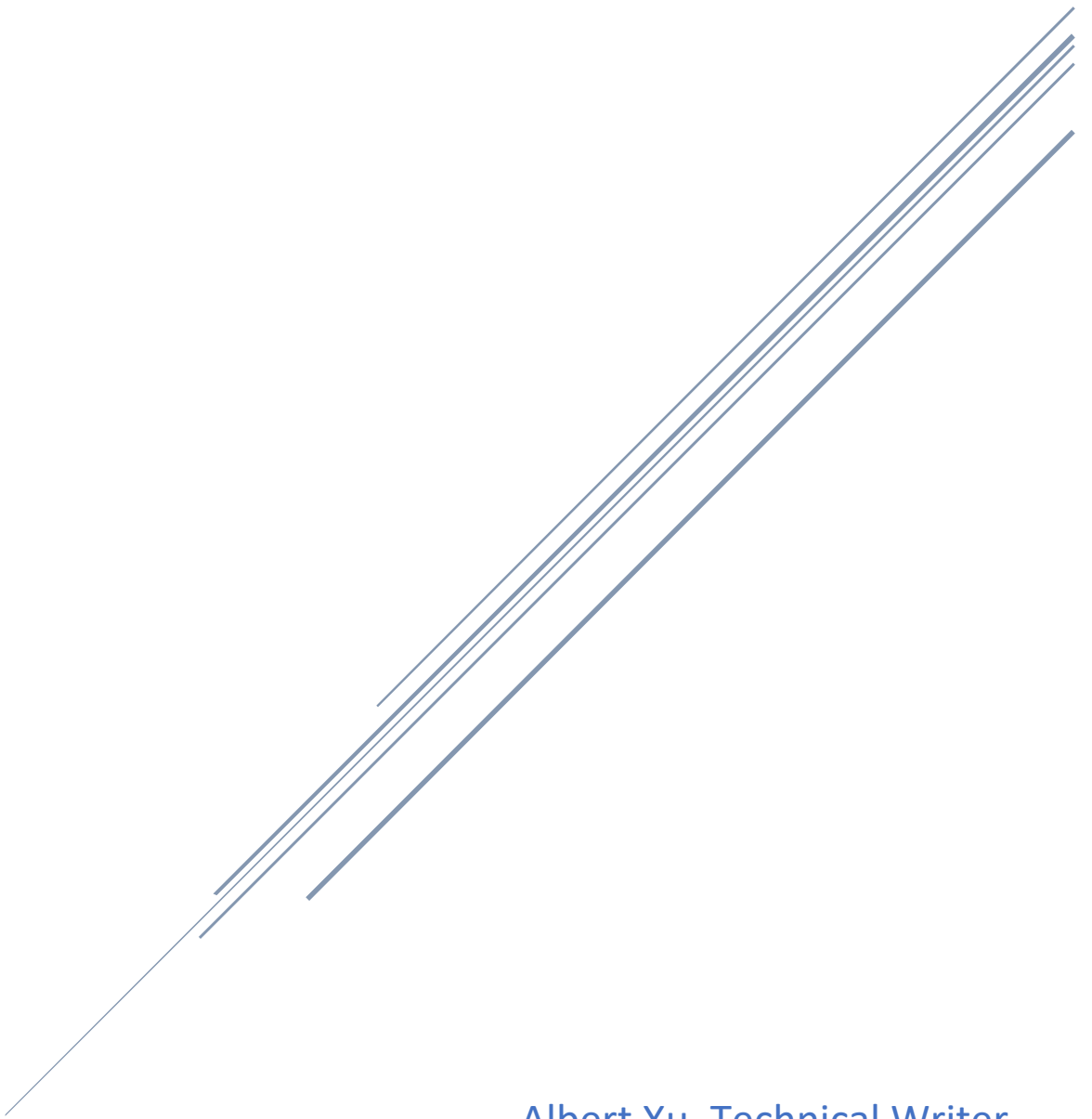


GigNow Agency Portal

Recruiter Side Documentation



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August 2019 | © All Rights Reserved

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Introduction

As an enterprise solution, GigNow relies on collecting the largest possible talent pool. GigNow works with sourcing agencies to capture specific talent. The GigNow product team has built many tools and functions for sourcing agencies and recruiters to seamlessly work together on the platform.

As a Sourcing Agency, Why Use GigNow?

There are several benefits of using GigNow as a sourcing agency.

Candidate Organization and Notifications

GigNow allows sourcing agencies to submit candidates directly to the application. GigNow also provides instant updates on candidate progress within their application, and pushes constant email notifications. Candidates are also organized neatly in one place, allowing agencies to keep track of which candidates have already been submitted.

Accurate Candidate Source Tracking

Sourcing agencies are automatically tagged attached to accepted candidates, providing them with full credit for candidates hired.

Powerful Analytics

Data on candidate accept rate, offer rate, response time and other KPIs are readily available, and data collection is automatically updated.

Functionality Overview

The GigNow team has built many helpful functionalities within the GigNow app to better streamline the process between sourcing agencies and recruiters.

Recruiter Agency Selection

GigNow allows recruiters to select only relevant sourcing agencies, providing focused hiring goals.

Submit Candidates Directly to GigNow

GigNow allows agencies to submit candidates directly to the platform. This eliminates the complicated overhead and 3rd party communications required for referring candidates.

Instant Email Notifications

Recruiters are notified immediately when agencies submit candidates.

Avoid Candidate Duplicates

GigNow automatically detects duplicate candidate profiles, and suggests removals accordingly.

Faster Contractor Hiring

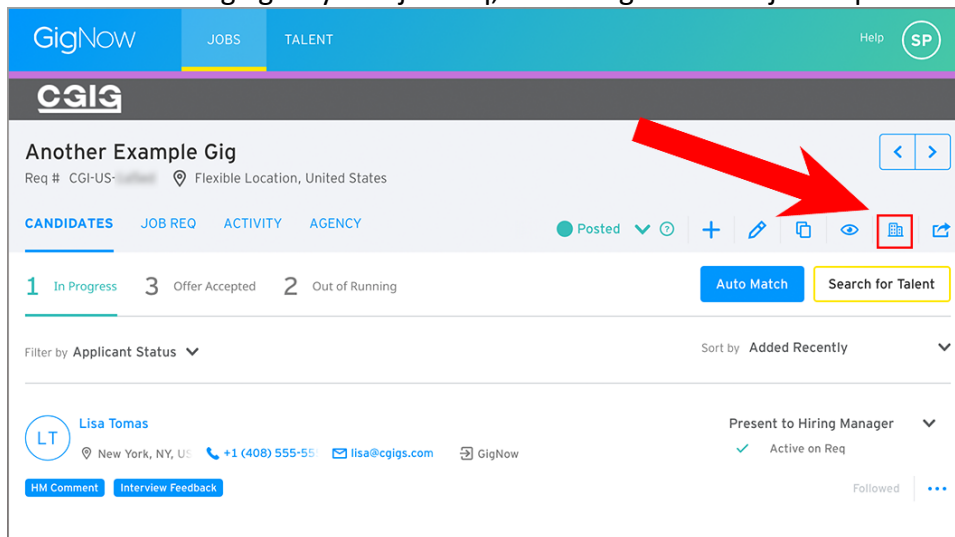
GigNow has proven to drastically shorten the contractor hiring process, allowing agencies to be credited sooner for referring candidates.


Detailed Instructions

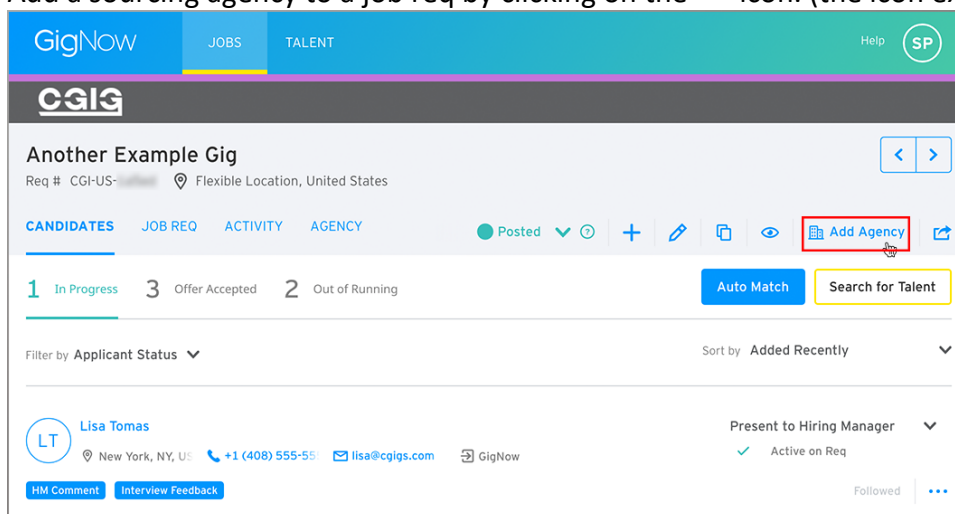
This guide provides the end-to-end instructions for how to manage sourcing agencies and incoming candidates.

Add Sourcing Agency

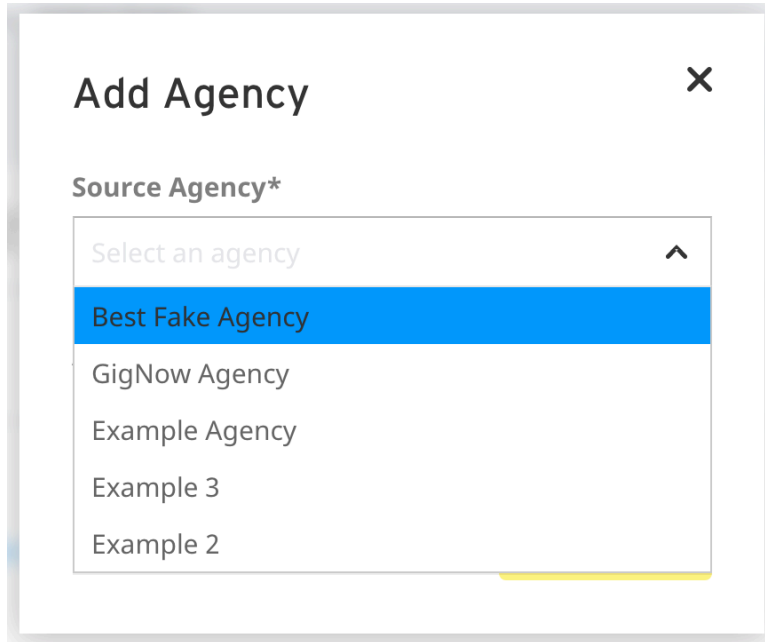
To add a sourcing agency to a job req, first navigate to the job req.



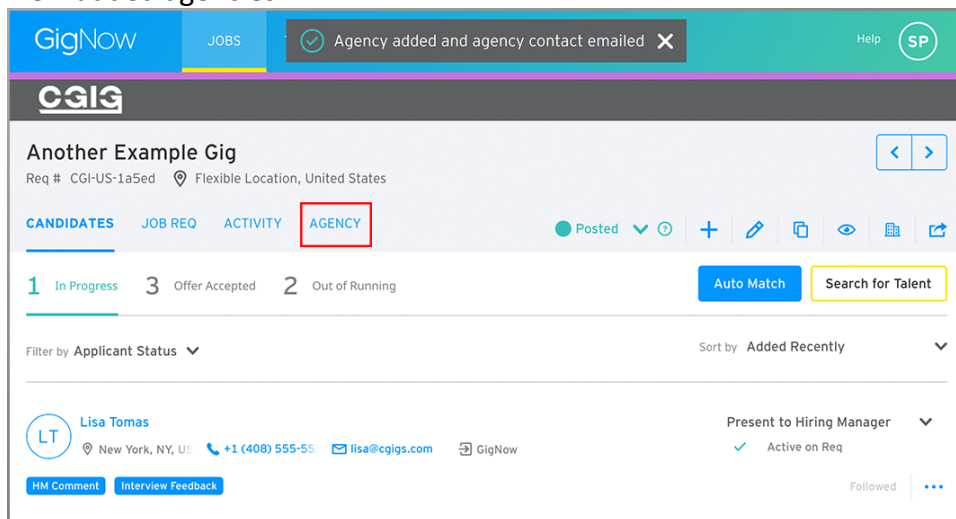
Add a sourcing agency to a job req by clicking on the  icon. (the icon expands when hovered.)



Select an agency to add from the drop down list. If the agency is not on the drop down list, please contact your GigNow admin to add the agency to the GigNow system.



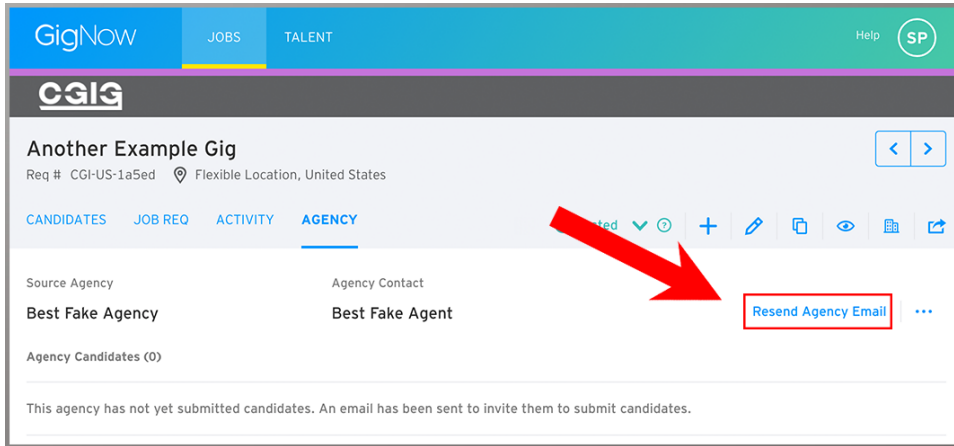
A notification message indicates that the agency has been added. Navigate to the **Agency** tab to view added agencies.



Resend Referral Email

Agencies may occasionally be inactive or unresponsive. Recruiters can remind agencies to view job reqs by resending invitation emails.

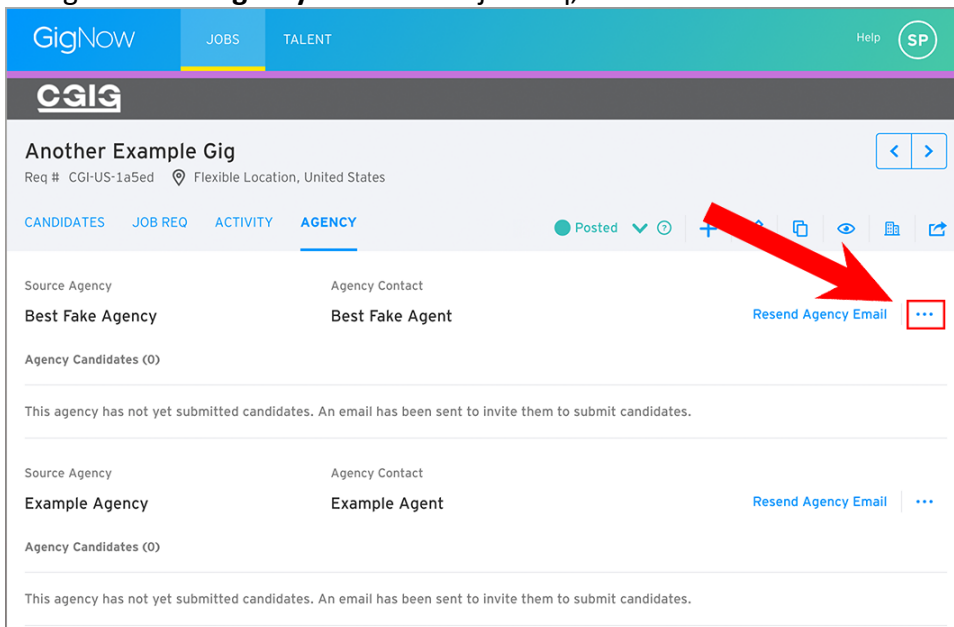
Navigate to the **Agency** tab within a job req, and click **Resend Agency Email** to resend an email to the agency.



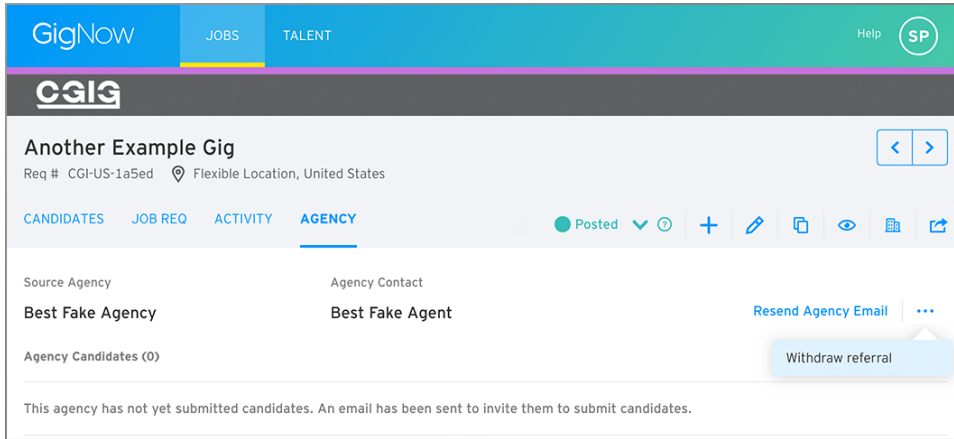
Withdraw Agency Referral

Agency access to the job req can be easily revoked by withdrawing their referral.

Navigate to the **Agency** tab within a job req, and click on the **...** icon.

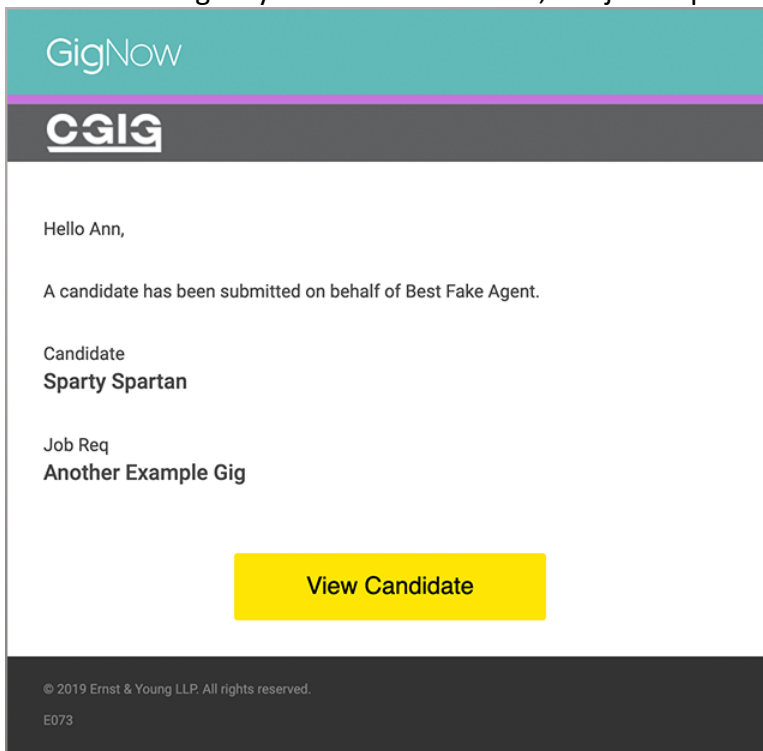


Click on **Withdraw Referral** to withdraw the agency from the job req.



Email Notification: Agency Candidate Added

Each time an agency submits a candidate, the job req owner receives an email notification.



Clicking **View Candidate** leads to the **Agency** tab within the job req, and displays new submitted candidates.


The screenshot shows the GigNow interface for a job titled "Another Example Gig" (Req # CGI-US-1a5ed, Flexible Location, United States). The interface includes a navigation bar with "GigNow", "JOBS", and "TALENT" tabs, and a "Help" button with a user profile icon "SP". Below the navigation is a "CGIG" logo. The main content area is divided into sections for "CANDIDATES", "JOB REQ", "ACTIVITY", and "AGENCY". The "AGENCY" section is active, showing details for two agencies: "Best Fake Agency" and "Example Agency". Each agency entry includes the agency name, contact name, a "Resend Agency Email" button, and a three-dot menu. The "Best Fake Agency" section also shows one candidate, "Sparty Spartan", with details such as location (East Lansing, MI), phone number (+1 (408) 555-555), email (spartan1@msu.e), LinkedIn profile (linkedin.com/spa), and pay rate (USD 20.0 / Hour). The candidate's status is "Submitted 4 minutes ago", and there are buttons for "Resume" and a three-dot menu. The "Example Agency" section shows zero candidates and a message: "This agency has not yet submitted candidates. An email has been sent to invite them to submit candidates."

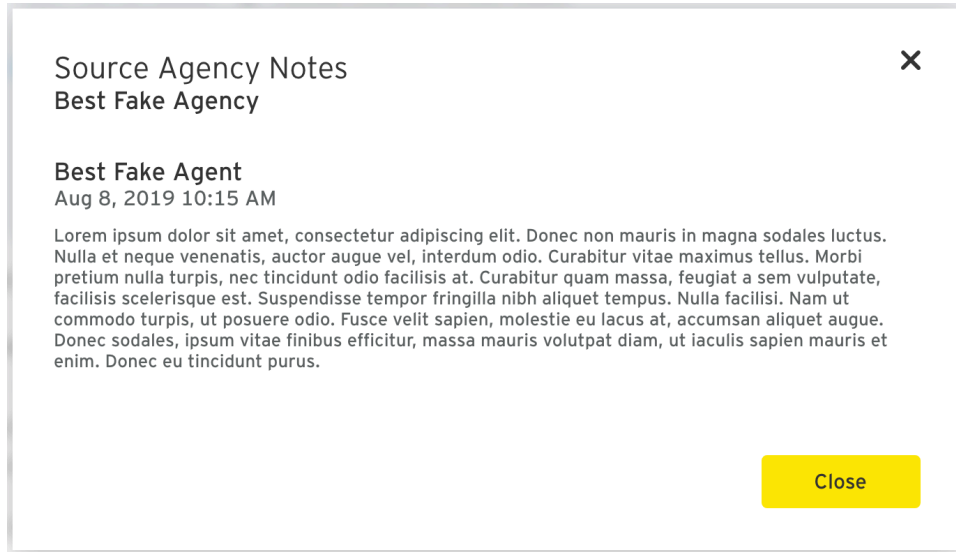
Viewing Candidates

Each submitted candidate has a summary available. This summary provides basic information about the candidate:

- Location
- Phone number
- Email
- LinkedIn profile
- Pay rate

This block shows a detailed view of the candidate summary for "Sparty Spartan". It includes the candidate's name, location (East Lansing, MI), phone number (+1 (408) 555-555), email (spartan1@msu.e), LinkedIn profile (linkedin.com/spa), and pay rate (USD 20.0 / Hour). The candidate's status is "Submitted 4 minutes ago", and there are buttons for "Resume" and a three-dot menu.

In addition, recruiters can access notes provided by the sourcing agency by clicking on the  icon.



Reviewing Duplicates

GigNow automatically detects and suggests duplicate candidates for agency candidate submissions. Recruiters should perform a quick search within the GigNow platform to verify if the duplicate candidate exists.

Agencies are not credited for duplicate candidate submissions. In other words, agencies do not receive credit for submitting candidates that already exist within the GigNow database, unless they previously sourced the candidate in the past.

Please refer to the following section, **Accepting/Rejecting Candidates**, to learn more about how to handle duplicate candidates.

GigNow JOB TALENT Help SP

CGIG

Another Example Gig < >
 Req # CGI-US-1a5ed Flexible Location, United States

CANDIDATES **JOB REQ** **ACTIVITY** **AGENCY** Posted + ✎ 📄 👁 📁 🔗

Source Agency	Agency Contact	
Best Fake Agency	Best Fake Agent	Resend Agency Email ⋮
Agency Candidates (2)		
Sparty Spartan		
📍 East Lansing, MI 📞 +1 (408) 555-5555 ✉️ spartan1@msu.edu 🌐 linkedin.com/sparty 💰 USD 20.0 / Hour	Select Status ⌵	
<i>Submitted an hour ago</i>	☰ Resume ⬇️	
Lucinda Ramirez		
📍 San Jose, CA, US 📞 +1 (408) 555-5555 ✉️ gignowcandidate@ 🌐 linkedin.com/example 💰 USD 25.0 / Hour	Select Status ⌵	Duplicate - Email
<i>Submitted 5 minutes ago</i>	Resume ⬇️	
Example Agency		
Example Agent	Resend Agency Email ⋮	
Agency Candidates (1)		
Julia Sanders		
📍 San Jose, CA, US 📞 +1 (408) 555-5555 ✉️ julia@cgigs.com 🌐 linkedin.com/juliasanders 💰 USD 30.0 / Hour	Select Status ⌵	Duplicate - LinkedIn
<i>Submitted a minute ago</i>	Resume ⬇️	

Accepting/Rejecting Candidates

Click on **Select Status** to change the status of the candidate.

The screenshot displays the GigNow interface for a job listing titled "Another Example Gig" (Req # CGI-US-1a5ed, Flexible Location, United States). The interface is divided into sections for "Source Agency" and "Agency Candidates".

Source Agency: Best Fake Agency (Agency Contact: Best Fake Agent). A "Resend Agency Email" button and a three-dot menu are visible.

Agency Candidates (2):

- Sparty Spartan:** East Lansing, MI. Contact: +1 (408) 555-5555, spartan1@msu.e, linkedin.com/spa. Rate: USD 20.0 / Hour. Submitted an hour ago. A "Select Status" dropdown menu is open, showing options: "Accept", "Accept as existing", and "Reject". A "Resume" button is also present.
- Lucinda Ramirez:** San Jose, CA, US. Contact: +1 (408) 555-5555, gignowcandidate, linkedin.com/exa. Rate: USD 25.0 / Hour. Submitted 5 minutes ago. A "Resume" button is present.

Source Agency: Example Agency (Agency Contact: Example Agent). A "Resend Agency Email" button and a three-dot menu are visible.

Agency Candidates (1):

- Julia Sanders:** San Jose, CA, US. Contact: +1 (408) 555-5555, julia@cgigs.com, linkedin.com/juli. Rate: USD 30.0 / Hour. Submitted a minute ago. A "Duplicate - LinkedIn" label is present. A "Select Status" dropdown menu is visible, and a "Resume" button is present.

Typically, recruiters can either **Accept** or **Reject** new candidates that are not part of the GigNow system.

If a recruiter **Accepts** a candidate...

- GigNow creates a profile for the candidate.
- The candidate is matched the job req.
- Agencies are updated of the candidate status via email, and are credited for referring the candidate.

If a recruiter **Rejects** a candidate...

- A profile is NOT be created for the candidate.
- Agencies are updated of the candidate status via email, and are NOT credited for referring the candidate.

Candidates that are duplicates could already exist within GigNow. Recruiters should run a quick search through the GigNow talent pool to verify if a valid duplicate exists.

If the candidate already exists within GigNow...

If the candidate source matches the sourcing agency, recruiters should select **Accept as existing**.

- A profile is NOT be created for the candidate.
- The candidate is NOT matched the job req. **Recruiters must manually match the candidate to the job req.**
- Agencies are updated of the candidate status via email, and are credited for referring the candidate.

If the candidate source DOES NOT match the sourcing agency, recruiters should **Reject** the candidate. Recruiters can still manually match the candidate to the job req. (The agency is not credited if the candidate was not sourced from the agency.)

Admin Instructions

Only admins and region admins have the permissions to add sourcing agencies to GigNow. Please ensure that all information is correct and up to date. **Existing agencies without email contact will be hidden to recruiters**, so please update previously submitted agencies to reflect current information.

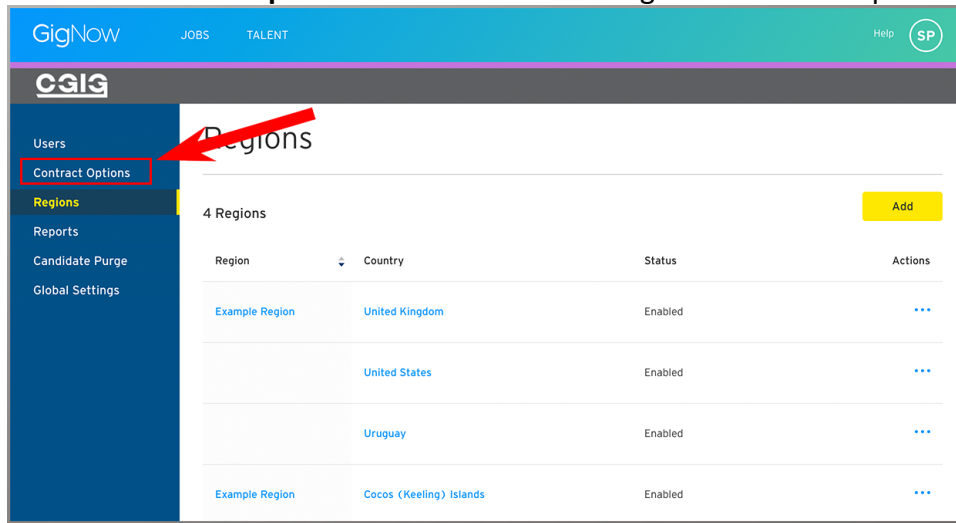
To begin, navigate to the Admin Panel by clicking on **Admin and Reports**.

The screenshot shows the GigNow Admin Panel. The top navigation bar includes 'GigNow', 'JOBS', 'TALENT', 'Help', and a user profile icon 'SP'. A dropdown menu is open from the 'SP' icon, showing options: 'Get Personalized Link', 'Profile Settings', 'Admin & Reports' (highlighted with a red box and a red arrow), and 'Log Out'. Below the navigation, the main content area shows a 'Jobs' section with tabs for 'ACTIVE', 'DRAFTS', 'ON HOLD', 'CANCELLED', and 'FILLED'. It displays statistics for 'All Recruiters': 15 Active Reqs, 22 Positions, and 18 Filled Positions. A search bar is present with a 'Search' button. Below the search bar, there are four job listings, each with a title, details, location, and a summary of application and interview statistics.

Job Title	Req #	Owner	Posted	Location	New Applicants	Qualifying Interviews	Interviews in Progress	Positions	Filled Positions
Example Gig	CGI-US-d4bca	gignow cgigs	Jun 24 2019	Flexible Location, United States	0	0	0	2	1
Another Example Gig	CGI-US-1a5ed	Ann US	Jun 11 2019	Flexible Location, United States	0	0	0	7	3
RPE 1 Test	CGI-US-S4163	gignow cgigs	Jun 03 2019	Flexible Location, United States	0	0	2	1	0
draft test	CGI-US-4b5eb	Gignow3 Recruiter+US	Apr 23 2019	Flexible Location, United States	0	1	0	1	1

Admin Panel: Agencies Tab

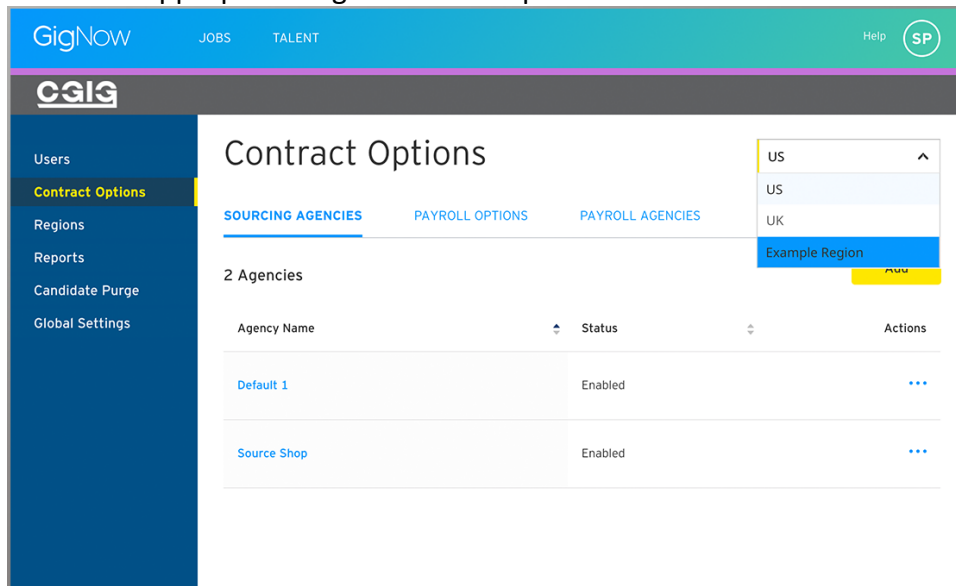
Click the **Contract Options** tab on the left to navigate to contract options.



The screenshot shows the GigNow Admin Panel. The top navigation bar includes 'GigNow', 'JOBS', 'TALENT', and 'Help (SP)'. The left sidebar contains a menu with 'Users', 'Contract Options' (highlighted with a red box and a red arrow), 'Regions', 'Reports', 'Candidate Purge', and 'Global Settings'. The main content area is titled 'Regions' and shows '4 Regions' with an 'Add' button. A table lists the regions:

Region	Country	Status	Actions
Example Region	United Kingdom	Enabled	...
	United States	Enabled	...
	Uruguay	Enabled	...
Example Region	Cocos (Keeling) Islands	Enabled	...

Select the appropriate region in the drop down list.



The screenshot shows the GigNow Admin Panel. The top navigation bar includes 'GigNow', 'JOBS', 'TALENT', and 'Help (SP)'. The left sidebar contains a menu with 'Users', 'Contract Options' (highlighted), 'Regions', 'Reports', 'Candidate Purge', and 'Global Settings'. The main content area is titled 'Contract Options' and shows '2 Agencies' with an 'Add' button. A dropdown menu is open, showing 'US', 'US', 'UK', and 'Example Region'. Below the dropdown, there are tabs for 'SOURCING AGENCIES', 'PAYROLL OPTIONS', and 'PAYROLL AGENCIES'. A table lists the agencies:

Agency Name	Status	Actions
Default 1	Enabled	...
Source Shop	Enabled	...

Sourcing Agencies are populated by default options. Please edit and add agencies according to region specifications.

Add Sourcing Agency

Add a sourcing agency by clicking the yellow **Add**.

SOURCING AGENCIES		PAYROLL OPTIONS	PAYROLL AGENCIES
2 Agencies			Add
Agency Name	Status		Actions
Default 1	Enabled		...

Input all the required fields.

Add new Agency

Recruiting Region*

Example Region ▾

Agency Name*

Example Agency

Contact Name

Agency Contact

Contact Email

agency@cgigs.com

Phone

🇺🇸 ▾ (408) 555-5555

Address

303 S Almaden Blvd #1000, San Jose, CA 95110

Enable Immediately

Cancel **Submit**

Click **Submit** to finish.

Disable Agency

Click the three dots and select the **Disable** option for the intended Agency.

Agency Name	Status	Actions
Default 1	Enabled	...
Source Shop	Enabled	Disable Edit

Changes will be applied immediately, and the interface will display the appropriate notification message.

Changes to Default 1 have been saved.

CGIS

Contract Options

US

SOURCING AGENCIES | PAYROLL OPTIONS | PAYROLL AGENCIES

2 Agencies Add

Agency Name	Status	Actions
Default 1	Disabled	...
Source Shop	Enabled	...

NOTE: All agency candidate referrals will be suspended if an agency is disabled. Proceed with caution.

Edit Sourcing Agency

Click the three dots and select the **Edit** option for the intended Agency.

Agency Name	Status	Actions
Default 1	Enabled	...
Source Shop	Enabled	<ul style="list-style-type: none"> Disable Edit

Fill the popup form with all required information.

Edit Agency

Recruiting Region*

Example Region ▾

Agency Name*

Example Agency

Contact Name

Agency Contact

Contact Email

agency@cgigs.com

Phone

🇺🇸 (408) 555-5555

Address

303 S Almaden Blvd #1000, San Jose, CA 95110

Enable Immediately

Cancel Submit

Click **Submit** to finish.